

## **Complaint Form**

## **Mail Form and Information to:**

## Department of Health Facilities and Services Licensing/Investigations PO BOX 47852

Olympia, WA 98504-7852

Hotline: (800) 633-6828 Fax: (360) 236-2901

Please provide as much information as you can on this form. This will help avoid delays in processing your complaint. You will be informed of any action taken by this office. Thank you.

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|--|----------------|----------------------------------|-----------------------------|--|--|
| Facility Information   |                |                                  |                             |  |  |
| Name   |                | Facility Phone                   | Facility Unit (Room #)      |  |  |
|  |                |                                  |                             |  |  |
| Address  |                | City                             | State & Zip Code            |  |  |
| Address  |                | City                             | State & Zip Code            |  |  |
|  |                |                                  |                             |  |  |
|  |                |                                  |                             |  |  |
| Complainant Information  |                |                                  |                             |  |  |
| Name   |                | Relationship to Patient/Resident |                             |  |  |
|  |                |                                  |                             |  |  |
| Address  |                | Voice Phone                      | 2 <sup>nd</sup> Voice Phone |  |  |
|  |                | ( )                              | ( )                         |  |  |
|  |                | City                             | State & Zip Code            |  |  |
|  |                |                                  | 1                           |  |  |
|  |                |                                  |                             |  |  |
| Patient/Resident Information   |                |                                  |                             |  |  |
| Name   |                | Voice Phone                      | 2 <sup>nd</sup> Voice Phone |  |  |
|  |                | ( )                              | ( )                         |  |  |
| Address  |                | City                             | State & Zip Code            |  |  |
| 7 redices  |                |                                  | Same of Exp code            |  |  |
|  |                |                                  |                             |  |  |
|  |                | Patient DOB                      | Patient Diagnosis           |  |  |
|  |                | / /                              |                             |  |  |
|  |                |                                  |                             |  |  |
| Today's Date   | Admission Date | Discharge Date                   | Incident(s) Date(s)         |  |  |
| / /  | / /            | / /                              |                             |  |  |
|  |                |                                  |                             |  |  |

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| <b>Incident Description:</b> Please describe your specific complaint in the space below. Be as |
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| specific as possible. Please provide any supporting documentation. You may attach additional   |
| sheets if necessary.   |
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| Why do you believe the incident occurred?  |
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| How was the patient affected by the incident?  |           |          |  |  |
|--|-----------|----------|--|--|
|  |           |          |  |  |
|  |           |          |  |  |
| What prompted your call now?   |           |          |  |  |
|  |           |          |  |  |
|  |           |          |  |  |
| Did you contact the facility?  | Yes No No |          |  |  |
| Facility response:   |           |          |  |  |
|  |           |          |  |  |
| Participants: Please include the names of other patients/resident/ witnesses/staff members involved: |           |          |  |  |
| Name:  | Title:    | Phone #: |  |  |
| Address:   |           |          |  |  |
|  |           |          |  |  |
| Name:  | Title:    | Phone #: |  |  |
| Address:   |           |          |  |  |
|  |           |          |  |  |
| Name:  | Title:    | Phone #: |  |  |
| Address:   |           |          |  |  |
|  |           |          |  |  |
| Name:  | Title:    | Phone #: |  |  |
| Address:   |           |          |  |  |
|  |           |          |  |  |



| <b>Expected Outcome</b> (What do you expect to happen as a result of this investigation?): |  |  |  |
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